

EARTHLINK DSL OFFER DETAILS

- Activation: FREE
- Term Commitment (contract): 12 months
- Early Termination Fee: Up to \$90.00
- Still have questions? Call: 1-866-226-0572

Offers may vary by location or phone provider. Offers good for a limited time. Service not available in all areas. Offer available to select new EarthLink High Speed subscribers only. EarthLink may charge extra for taxes, certain fees, shipping and handling, additional equipment.

An internet modem equipment fee of \$6.95 per month may apply (or a one time fee of \$74.95).

Call for more pricing information. Free standard installation. Cancellation must be by phone, US mail or fax before the next billing period begins to prevent further charges. Other restrictions may apply.

COMMON QUESTIONS ABOUT EARTHLINK DSL INTERNET.

DSL AVAILABILITY & INSTALLATION

What different types of DSL does EarthLink offer?

EarthLink provides DSL Internet service in most areas of the country. If you have home phone service, EarthLink has "Shared Line" DSL (data and voice will use the same line). If you do not have home phone service, EarthLink offers Freestanding DSL (no voice is on the line). Currently, EarthLink only offers Freestanding DSL in Verizon areas.

Where is EarthLink DSL Internet service available?

EarthLink provides DSL Internet service in most areas of the country. We offer high-speed DSL access from more locations than most other Information Service Providers ("ISPs"). Simply enter your address and phone number on the main DSL or Internet Access page of this site, and we will confirm DSL availability and pricing in your area. Even if high speed DSL service is not available, you may still qualify for the EarthLink High Speed Cable Internet Service. **If you do not have home telephone service, DSL is available only in areas where Verizon is the local telephone company. EarthLink calls this Freestanding DSL.** Close this window and enter your phone number and address to check availability where you live.

What DSL speeds are available in my area?

We offer broadband DSL plans with a wide range of speeds, from **1.5Mbps to 15 Mbps**. Not all DSL speeds are available in all areas. Enter your information on our main DSL Internet page to learn your speed options.

What do I need to know about DSL and existing home phone service?

I have a home phone. Should I include my home phone number when inputting my address to see if DSL is serviceable in my area?

Yes, this is extremely important! To ensure the proper DSL service is provisioned at your address (Shared Line DSL or Freestanding DSL), and the correct DSL self-installation kit is sent, please input your home phone number. If you have a home phone, and do not enter it when checking serviceability, DSL may not show as serviceable in your area. If you do not have a home phone number, simply check the "I don't have a home phone" box. You may be serviceable for EarthLink Freestanding DSL.

If I want to disconnect my phone service, should I do that before I order DSL?

In most cases **yes**, you should cancel your phone service first, **before** placing the DSL order (if you live in Verizon area. If you aren't ready to cancel your home phone service, you can still place your DSL order. However, your DSL service may be interrupted if you cancel your home phone service at a later date.

Does EarthLink provide wiring services or the adapters to accommodate a second line installation?

No. It is impossible for EarthLink to know each customer's installation preference or wiring needs. Due to many home wiring variables (home age, previous wiring enhancements or removals, faulty wiring, etc.) many customers do not even know what wiring they have or need until after an installation is attempted. Even the phone companies don't keep records on this. EarthLink tries to provide information about all your options, so you can choose the approach that best suits your needs.

I don't have home phone service at all. I have phone jacks, but not in the room I want to connect Freestanding DSL. What do I do?

Your first, and probably best option is to connect Freestanding DSL in a room with a working phone jack, then use WiFi feature of your gateway device or router to connect to the rooms without a phone jack.

Your other option is to have a new jack wired in that room. You can try that yourself, but most likely you will want to hire a professional to do the work for you. We recommend you have that work done **before** placing your DSL order, or at least before the installation is expected.

I cancelled my home phone service and I want to install DSL in a room that previously had a working phone (and jack). Do I need to do anything to the wiring or jack in that room?

You shouldn't need to make any changes if that room previously had phone service and no other wiring was done since you cancelled your service. Once you receive your EarthLink self-installation kit, you should be able to get up and running with no additional adapters or wiring.

I have active home phone service and have jacks in all rooms. But I have an older home (built before the 1960s) and was told I can't add another phone line because there's only one line coming to the house. Can I get DSL?

Yes. If you pre-qualify on our website and are serviceable for DSL, you can easily get connected with no additional wiring.

Will I need to notify my alarm service company about my DSL installation?

It depends on whether you have home phone service. If you have DSL and also have a home phone service (Shared Line DSL), it's good to check with the alarm company. If you do not have a home phone (Freestanding DSL), your DSL should not affect your alarm monitoring, nor will the alarm monitoring affect your DSL.

I have a home phone. Can I talk on my home phone and use DSL service at the same time?

Yes, that is no problem. Surf and talk all you like. There is no need to add an additional phone line for EarthLink DSL high-speed Internet service. And, unlike with Dial-Up, you will not experience any busy signals on your phone line when you are online with your DSL connection.

Is my monthly phone service included in the EarthLink DSL Internet charges?

No. Your DSL connection will use your existing phone line, but phone service will still be provided by your phone company. Your regular monthly telephone service charges are not included in EarthLink DSL service. Please read the EarthLink Internet Service Agreement located at www.earthlink.net/about/policies/isa.faces for complete details.

What should I do if I want to change local or long-distance phone companies?

Please give EarthLink a call at 1-866-226-0572 in order to avoid any interruption to your service. Switching your local or long-distance service could permanently disconnect your EarthLink DSL, depending on who EarthLink's DSL vendor partner is in your area.

If you will be changing your phone number when you move, please go to support.earthlink.net and search for High Speed relocation support information.

What should I do if I want to change the phone number my DSL is installed on?

If you want to change your DSL phone number, please contact us first. We will need to place a new order for you in order to provide DSL service on your new phone number.

Do I need any special equipment?

Yes, a DSL modem and filters or line splitters are required, however, they are included in the

DSL self-installation kit which we will ship to you based on your order. The installation guide in the kit will walk you through the simple steps required to set up your connection.

If I already have a DSL modem, can I use it?

In most cases, **yes**. If not, we will ship the equipment to you. If you wish to provide your own equipment, please call or use the chat feature to place your order.

Can I install your High Speed DSL myself?

Yes, it is simple. Order EarthLink DSL Internet today, and we will send you a self-installation kit that includes all the hardware (high-speed DSL modem and filters or line swappers). Expect your kit within 5 to 7 days after the date of your order.

When should I install my DSL?

Once you are sure that your DSL line is active, you can begin your setup. To check the status of your DSL line, call us at **1-888-847-4708** and say **What is the status of my DSL order** when prompted by the automated phone system.

Do you have technical support if I need help getting started?

Yes. Our DSL Internet experts are ready to answer any question you may have and help you get set up right. In addition to FREE 24/7 phone support, we also offer online self-help, and support by email or chat. Visit our Support Center for all your options.

If I'm upgrading from EarthLink Dial-Up, can I keep my email address and software?

Yes. It could not be easier for current EarthLink Dial-Up members like you to upgrade to High Speed DSL Internet. You do not have to change email addresses, your myEarthLink start page stays the same, and you can keep using all the same EarthLink software.

If I'm switching from another ISP, will I lose my email contact information?

No. EarthLink Web Mail makes it easy to import contacts from other programs.

Why should I switch to EarthLink DSL Internet service?

EarthLink has been a nationally recognized DSL provider since 1999. Our DSL broadband Internet has received numerous awards and accolades, along with the satisfaction of our thousands of subscribers. We are an ISP that stands for quality broadband connections, expert service and support, and value. You will get a great DSL deal and a DSL ISP you can trust.

Will I connect to the Internet instantly?

Yes. EarthLink High Speed DSL gives you instant broadband speed with no dialing in, no waiting, no busy signals. It is always available for you at a moment's notice.

Can I access the Internet if I'm on the road?

Yes. All EarthLink High Speed plans come with **free dial-up access** (up to 20 hours per month) for you to use away from home. And EarthLink has thousands of toll-free local access numbers for you to use.

Can I use EarthLink DSL on all my home computers?

Yes, that is one of the big benefits you get with a high-speed DSL connection

Can I set up a home network?

The hardware EarthLink provides with the DSL service supports multiple computers and allows you to create a home network. You can share one high-speed connection on all your home computers, as well as share files, printers, and peripherals. And with the wifi connection that comes with EarthLink provided hardware, you can enjoy high-speed access as you move

around your home using wireless enabled devices. Plus, our support experts can help you get your network set up properly and provide assistance whenever you need it.

REQUIREMENTS

What are the minimum computer requirements for High Speed DSL?

The minimum hardware requirement is that your primary computer must have a Network Interface Card (NIC) also known as an Ethernet card, which is standard on most computers. If you chose to use any of the EarthLink software products with your DSL service, please refer to the minimum system requirements for each software product.

What free security do I get with my EarthLink subscription?

Your online security is important to us. That is why we offer all our Internet access subscribers a free all-in-one security suite: EarthLink Protection Control Center. With this one powerful and easy-to-use program you get comprehensive protection against the full range of online threats including, but not limited to, viruses, Trojans, worms, spyware, bots, rootkits, hackers, and online scams.

